

Exhibit 11

Infringement Claim Chart for U.S. Pat. No. US7269253B1 v. OnePlus

Claim 10	Evidence
<p>10. A communication's method comprising:</p>	<p>The OnePlus Customer Service performs a method for communicating in a communication network.</p> <p>For Example, OnePlus Customer Service performs a method of communicating by establishing, over a communication network, a call between callers with a request to the appropriate department for assistance.</p> <div data-bbox="539 501 1837 888" data-label="Image"> <p>The screenshot shows the 'Contact us' section of the OnePlus website. It features a green border around the content. At the top, it says 'Contact us' in bold, followed by a line of text: 'Need some help? Ask a question, visit OnePlus Support to quickly get your answers.' Below this is a red-bordered box containing three contact options: 'Call us' with a phone icon, 'Chat with us' with a speech bubble icon, and 'Email us' with an envelope icon. Each option includes specific contact details and availability information.</p> </div> <p>Source: Contact us (oneplus.com)</p>

	<div><h3>Chat with us</h3><p><u>To start a chat, please provide us the following information.</u></p><p>* Email address *</p><input type="text"/><p>* Your name *</p><input type="text"/><p>* Category *</p><div>Select a category ▼</div><hr/><p><input type="checkbox"/> I agree to have my personal data processed by OnePlus for Chat support. Please see our User agreement & Privacy Policy here.</p><div>Submit</div></div>
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Chat with us

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* Email address *

* Your name *

* Category *

Select a category

All Categories

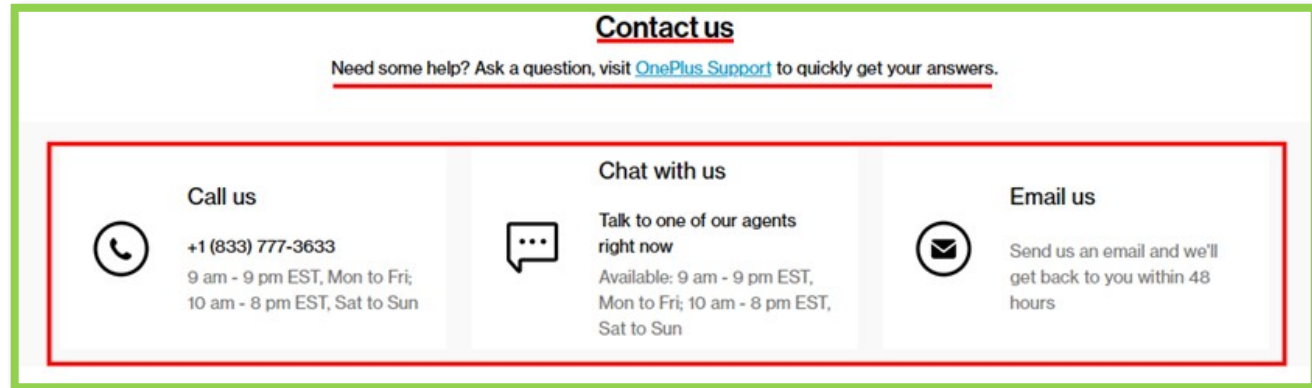
- Purchase & Order & Shipping
- After Sales
- Red Cable Club/Membership
- OnePlus Account

Source: [Live Chat - OnePlus \(custhelp.com\)](https://custhelp.com)

(a) receiving a plurality of communications, each having associated classification information;

The OnePlus Customer Service receives a plurality of communications, each having associated classification information.

For example, OnePlus Customer Service receives calls from multiple callers. For each call, a user provides information about the nature of the call by selecting the appropriate department from the given choices via keypad entry. The responses are used to classify the call.



Source: [Contact us \(oneplus.com\)](#)

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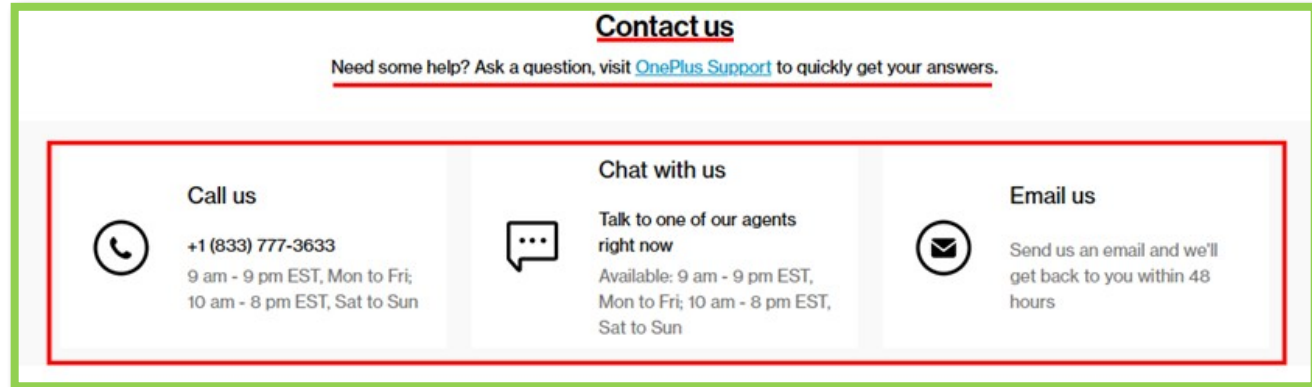
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Source: [Live Chat - OnePlus \(custhelp.com\)](https://custhelp.com)

(b) storing information representing characteristics of at least three potential targets; and

The OnePlus Customer Service maintains information about potential targets that includes support agents, departments, or specific resources capable of handling different types of inquiries.

For example, OnePlus Customer Service stores information about the skill set possessed by agents who are potential targets of the call. OnePlus employs numerous agents, at least three of which possess the skill set required by the call.



Source: [Contact us \(oneplus.com\)](#)

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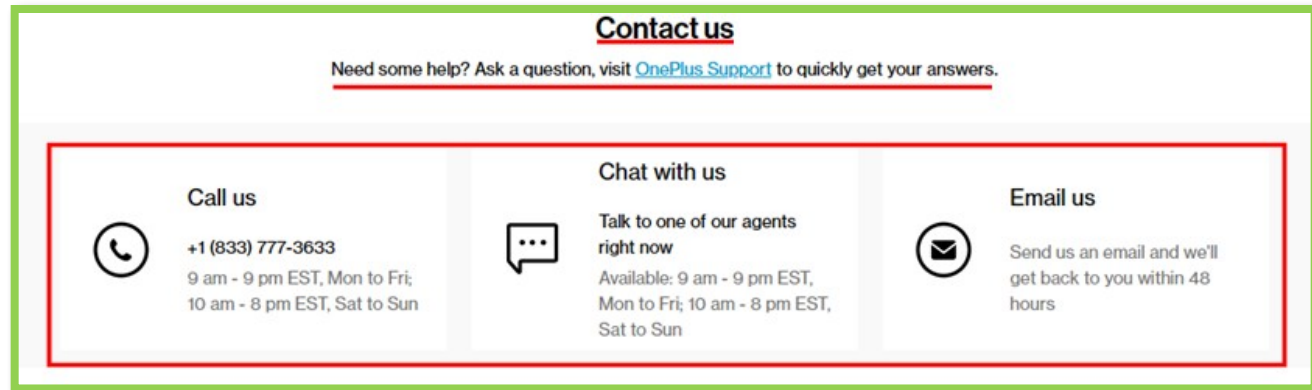
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Source: [Live Chat - OnePlus \(custhelp.com\)](https://custhelp.com)

(c) determining, in a combinatorial optimization, an optimum target for each communication based on the communication classification, and target characteristics.

The OnePlus Customer Service determines an optimum target for each communication based on the communication classification and target characteristics using a combinatorial optimization comparing at least three potential targets.

For example, OnePlus Customer Service analyses the caller selection to determine one or more skills that an agent who is selected to receive the call should have in order to provide the caller with the requested assistance. The system determines the potential agent based on the communication classification and performs automated skill-based routing of calls using Zendesk Omnichannel support (i.e., a combinatorial optimization).



Source: [Contact us \(oneplus.com\)](#)

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Source: [Live Chat - OnePlus \(custhelp.com\)](https://custhelp.com)

OnePlus Customer Service

Customer Care Number	1800 102 8411 (Toll Free)
Call Center Hours	9:00 am – 9:00 pm, Mon to Sun
Navigate to a Human	Press 1 for English, Press 2 for Hindi, Press 1 for OnePlus Mobile, Press 2 for OnePlus TVs, Press 3 for OnePlus Protection Man
Average Wait Time	1- 2 Minutes
Customer Service Email	support.in@oneplus.com

Source: [OnePlus Customer Service & Service Center Details - OnePlus Appliances & Mobile - Best Service Near Me \(1stbestservice.com\)](https://www.1stbestservice.com/oneplus-customer-service/)

OnePlus Chose Zendesk for its Global Omnichannel solution

Providing omnichannel support through a central solution has helped OnePlus adhere to its first response times and maintain consistently high CSAT ratings. Additionally, the team has achieved a one-touch resolution rate of 86 per cent. Agents are empowered to go beyond simply answering questions over the phone and instead develop relationships with customers, sometimes to the degree that customers will call and ask specifically to speak with an agent they already know.

Source: [OnePlus Chose Zendesk for its Global Omnichannel solution - PCQuest](https://www.pcquest.com/oneplus-chose-zendesk-for-its-global-omnichannel-solution/)